



Knowledge Management Working Session

January 23, 2001



Purpose of this working Session

- To review Knowledge Management manager requests.
- To review and define material sources and processes for SFA U Knowledge Management.



Manager Requests

- Customer database
- Customer satisfaction data for internal and external training
- Connection to TRAINS
- Learning coupon



Desired Materials and Functionality

- Course Catalog
- Central repository for learning materials
- Maintain intranet registration site
- Database of national training
- Maintain training request form
- Create and maintain evaluation form
- Reports generation
- Training searches
- Usage tracking



Q & A